



Case Study



KEHA Centre ensures data security and mitigates risk for its customers

IT department for public agencies in Finland accelerates data security in the cloud

Do what matters

CASE STUDY

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KEHA Development and Administrative Services Centre (KEHA Centre) gives Finnish government agencies the tools to carry out their public administration tasks in their own customer interfaces. As an early adopter of cloud services, KEHA Centre started with a transition from on-premises SharePoint sites to SharePoint Online in Office 365 cloud several years ago. It then moved email services from on-premises systems to Microsoft Exchange Online.

Business situation: Time for data storage and security transition

With data volume in [Microsoft Azure](#) cloud growing, KEHA Centre was ready to amplify its digital transformation with a data lifecycle business model. It sought increased data retention and management in the cloud, with relevant new policies, to complement [Microsoft 365](#) use.

“We had a whole set of ecosystems in the cloud – SharePoint, Outlook and Microsoft Teams, which are the main operations tools for our customers – so we found Avanade to help.”

**– Arto Saranpää
Chief Technology Officer, KEHA Centre**

Because public sector agencies hold highly sensitive data, incontrovertible security and privacy protocols are required. In Finland, most of this data was retained in Microsoft 365, and nearly ubiquitous access to the tools meant many people could access the stored data. Finnish businesses were experiencing a rash of data breaches, and communication to government employees about the risks was not sufficient protection.

While KEHA Centre had Microsoft 365 E5 licenses, its knowledge about the tools and features of the subscription was limited. Compelled in part by the General Data Protection Regulation (GDPR) of the European Union, KEHA Centre sought advice on how to optimize E5.

Company Name: KEHA Development and Administrative Services Centre

Country: Finland

Industry: Government and Public Services

Company Size: 550

Solution: Modern Workplace Security through Microsoft 365

Solution: New ways for business and data owners to handle and secure data

IT teams at KEHA Centre took ownership of data their customers collected and generated to ensure its security. As technical experts on E5 tools, we held workshops for KEHA Centre IT team members to develop requirements, proofs of concept and use cases around data retention, data security with Azure Information Protection (AIP) labeling and data loss prevention (DLP). Together, Avanade and KEHA Centre created DLP policies and a data management roadmap that use E5 and Azure.

We advised KEHA Centre on what to request from stakeholders, how to implement new use cases and how to optimally manage information security to protect national data from bad actors. Data governance decisions were occurring on the front line, so together with KEHA Centre, we created a structure to protect data – preventing file saving in prohibited locations, for instance, and directing users on secure data storage. We also coached the IT team regarding elevating data security ambitions through KEHA Centre’s leadership.



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Results: Maximized value of Microsoft technology

In weeks, KEHA Centre transitioned data to the cloud with an innovative data retention model and a framework to implement future digital transformation projects. The team now has standard DLP and AIP as well as a user-friendly data retention policy and a specialized data security roadmap. These components have launched additional internal KEHA Centre data governance and protection policy work.

E5 productivity apps with integrated and automated security extended KEHA Centre's identity and threat protection. Now information protection and advanced compliance functions govern data while reducing risk.

"We had been processing data on our on-premises servers. The data was difficult to share or edit, especially if it was meant for limited exchange," Saranpää says. Stakeholders are gaining the capability to collaborate on data in Teams while meeting Finnish government data classifications and regulations. "The Fishery Economic Agency has improved a lot with good data collaboration and sharing its work with other agencies, dealing with entrepreneurs of fisheries and environmental ministries."

Together, Avanade and KEHA Centre laid out a structure for decision-making at three different stakeholder levels:

- **Strategic:** KEHA Centre IT leaders now have forums with business leaders to get buy-in and commitment to run data management models.
- **Tactical:** Avanade created policies, standards and documentation to align with KEHA Centre's evolution – from supporting operational, front line decision-making to addressing the pain points between the tactical and strategic levels.
- **Operational:** KEHA Centre team members identified service providers next in line for data lifecycle policy implementation.

As the journey to convert hundreds of business processes in Finland to data governance and protection policies progresses, KEHA Centre and Avanade are helping government agencies understand the value of data lifecycle management, from leadership commitment to E5-provided technical controls for better security and data protection.

"This is the start of the journey, and we are already seeing results. This isn't just a project for making security processes and then it's forgotten. KEHA is using the framework. The journey does not end."

– Arto Saranpää
Chief Technology Officer, KEHA Centre

About KEHA Development and Administrative Services Centre

KEHA Development and Administrative Services Centre is a center for the Finnish public agencies: Economic Development, Transport and the Environment Centres and Employment and Economic Development Offices. It guides, develops and serves the organizations within its scope of services in harmonizing tasks, developing administrative and operating processes and introducing new electronic tools. Its experts work with a network-like operating model all over Finland.

The success of KEHA Centre's work is measured by the efficiency and effectiveness of its customers' operations. Its expertise covers information management steering and development, online services and systems, IT services, information security and communications. In addition to information and communication services, centralized tasks include case management and office services, personnel and legal services, payments and financial administration and organizational development.



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About Avanade

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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